
Troubleshooting Paper Printing Problems

Gerber FastFact #	3048
Supplied by:	GA Technical Systems Support
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Summary:	When paper printing from Composer, it may be necessary to adjust printer settings or Composer options to achieve proper results.

Frequently asked questions...

- *Paper printing just prints a blank page.*
- *Letters such as O and D aren't filled correctly in the paper-printed output.*
- *Fades don't print correctly in the paper-printed output.*
- *The print driver causes a GPF when paper printing.*
- *Can't use Composer while paper printing.*
- *Message "No Shapes Found" occurs when paper printing*

Paper printing just prints a blank page.

Make sure that the fill colors (either vinyl or fountain fills) are assigned to the shapes that aren't printing. If you are designing cut shapes, the default vinyl color is White, which will not show up against white paper. If all shapes have been assigned colors, check to see if any clear colors were used. Shapes with clear fills will also not show up on a paper print.

Letters aren't filled correctly in the paper-printed output.

If the centers of the letters such as O or D etc... have centers that appear filled in, then possibly these characters have been colored using the vinyl palette tool as opposed to the edge fill tool. If this is the case then...

1. From Composer's menu, select Display.
2. Select Display Controls.
3. Make sure that "Vinyl Only" is checked.
4. Try paper printing again.

It may also be possible that the letters were filled using the fountain fill tool and that "combine shapes" was not selected in the fountain fill dialog box. This would also cause the letters to appear incorrectly on the screen when Display filled is selected. To correct this, simply reselect the text to change with the green colored pointer and then click on the fountain fill button. Make sure that the check box labeled "combine shapes" is checked.

If the letters were correctly filled correctly using the fountain fill tool and the "combine shapes" feature and they still appear to have their centers filled in, check to see if you have selected a vinyl color that is the same as the EDGE™ fill color.

Fades don't print correctly in the paper-printed output.

If you have fades assigned to shapes and they do not paper print correctly, it may be possible that the print driver you are using does not fully support the necessary graphics commands to render the fades. This can generally be corrected by checking off the Gerber Banding checkbox in the paper print dialog box. This causes the Composer software to perform as much rendering as possible prior to sending the shapes to the paper printer.

The print driver causes a GPF when paper printing.

If the print driver causes a GPF when Composer sends a print job to it, it may be necessary to change the Graphics mode of the driver. The instruction for changing this setting can vary from printer to printer but are generally performed as follows:

1. Click Start | Settings | Printers
2. Right Click on the paper printer icon
3. Click on Properties
4. Select the tab labeled "Graphics"

If the graphics mode is set to auto, try changing it to either Raster Graphics or Vector Graphics. Vector Graphics mode is considered to be faster but can sometimes cause overlay problems. Raster Graphics mode is somewhat slower and requires more memory. Consult your printer's documentation or help file for more information on this print setting.

Note: Some printer drivers will GPF when attempting to change the print orientation to either Landscape or Portrait. This behavior has been seen on some of the older Windows 3.1 print drivers and does not appear to occur with drivers that were specifically written for Windows 95. If this problem occurs simply set the desired orientation as the default in the printer properties dialog prior to printing from composer. This setting is generally found on the "Paper" tab of the printer properties dialog box.

Can't use Composer while paper printing.

If you are unable to use Composer while you are paper printing due to either an error 99 or garbled print and you have plugged the paper printer into the Gerber security block you can...

1. Change the parallel port's mode in your PC's system bios from bi-directional (EPP, ECP) to Standard AT (SPP) mode. Consult your computer's Hardware Setup manual for instructions on how to make this change.
2. Remove the paper printer from the security block and install it on its own parallel port.
3. Install the rainbow Sentinel System Driver.

This driver helps to alleviate conflicts that arise when Composer attempts to access the parallel port at the same time that the printer driver is accessing the port.

This driver has been included on the GRAPHIX ADVANTAGE® CD beginning with GA™ revision 6.0E. Detailed instructions for installing the driver can be found in Gerber FastFacts™ [3047](#).

No shapes Found while paper printing.

This error will occur if your job only contains image objects that have not yet been filled with process color. Use your 'Color Selection' tool to assign a spot or process color to the image.